

Arkansas Early Intervention First Connections Program



Federal Fiscal Year 2012

Arkansas' Part C Annual Performance Report (APR)

**Prepared for the United States Department of Education
Office of Special Education Programs**

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Introduction:

Arkansas' Part C Annual Performance Report (APR) covers the federal fiscal year 2012. This APR includes data collected from July 2012-June 2013. The Arkansas Department of Human Services (DHS) is the lead agency for the Part C program. Arkansas First Connections Infant and Toddler Program is a section within the Division of Developmental Disabilities Services (DDS). The division has voucher agreements with service providers to evaluate and provide direct services to infants and toddlers birth to three within the state of Arkansas. The Department of Human Services employs staff to carry out specific duties within the Part C system.

Overview of the Annual Performance Report Development:

The state's Annual Performance Report was developed by the Part C administration through a combined method including staff from various units within the lead agency, including: the professional development team, the quality assurance team, lead agency data unit, and the Interagency Coordinating Council (ICC). Arkansas' ICC provided direction and assisted the Lead Agency during the course of the 2012 APR reporting period. Council members also aided in the implementation of program activities and development of required documents.

During the 2012-2013 reporting period, Arkansas' First Connection program has worked in partnership with numerous stakeholders throughout the state, such as: Arkansas Department of Education, Arkansas Department of Health, Arkansas

Medicaid, Arkansas Head Start Association, Arkansas School for the Deaf, local Early Intervention Providers, the Division of Child Care and Early Childhood Education, Division of Children and Family Services and Division of Developmental Disabilities Services Administrative Personnel.

First Connections maintains effective partnerships within the state to improve the quality of services to infants and toddlers birth to three. The Southeast Regional Resource Center (SERRC) and the Early Childhood Technical Assistance Center (ECTA Center) continue to provide valuable resources and assistance to the Arkansas Part C program. Lead Agency staff also takes advantage of research and training materials made available through other national early intervention centers to assist in the operation of the grant. During the course of the year, Part C personnel attended: OSEP and National Technical Assistance sponsored conference calls, webinars and national conferences.

The Lead Agency has designed a quarterly newsletter called “Connections”.

Connections is a quarterly newsletter for EI providers, featuring articles that focus on key issues like: building family capacity, effective transitions, writing functional goals and objectives, best practices in early intervention, and innovative studies/research/practices from other states’ Part C programs. The newsletters also highlight upcoming trainings and professional development opportunities for EI providers and highlight community resources and Web-based resources that may benefit families.

On August 8, 2011, Arkansas Part C program launched the Comprehensive Data System (CDS). CDS Procedural manuals and training materials were developed and used to “roll-out” the new data system and deliver statewide training and technical assistance to all service providers. Staff from the agency’s Data Unit continues to provide training and coaching in the use of the new system and to troubleshoot as issues arise. The Comprehensive Data System contains: built-in reports, edit checks and alerts. The system captures: referrals, evaluations, IFSP’s, prior authorizations, transitions and exit data. In capturing this data, the system will allow for the reporting and analysis of data across: counties, regions, state, Service Providers, Service Coordinators and clients. The CDS will provide reports for Service Providers, Part C Program Staff and DHS Administrative Staff. The new data system has replaced the multiple data systems and we expect that this will enhance the state’s capacity to use this information for system improvements.

Public Reporting: Arkansas’s State Performance Plan (SPP) and APR are available on the First Connection website at www.arkansas.gov/dhs/ddds/FirstConn. The Service Provider report cards are also available for public viewing on the First Connection website.

Part C State Annual Performance Report (APR) for FFY 2012**Overview of the Annual Performance Report Development:****Monitoring Priority: Early Intervention Services In Natural Environments**

Indicator 1: Percent of infants and toddlers with IFSPs who receive the early intervention services on their IFSPs in a timely manner.

(20 U.S.C. 1416(a)(3)(A) and 1442)

Measurement:

Percent = [(# of infants and toddlers with IFSPs who receive the early intervention services on their IFSPs in a timely manner) divided by the (total # of infants and toddlers with IFSPs)] times 100.

Account for untimely receipt of services, including the reasons for delays.

FFY	Measurable and Rigorous Target
2012	100% of infants and toddlers with IFSP's will receive the early intervention services on their IFSP in a timely manner.

Actual Target Data for (FFY 2012):

Indicator 1 FFY 2012	Total # of children with IFSP	Total # and of children who received services in a timely manner including family delay.	Total # and of children for who services were untimely.	State Total (%)	State Target
State Totals	831	755	76	91%	100%

Arkansas' Part C Administrative staff used data collected from the Comprehensive Data System to accurately report the timeliness of services for infants and toddlers in Arkansas, the data is collected from all provider types. The information is gathered from state service coordinators, Independent Service Providers and Licensed Community Programs.

Part C data for this indicator originates from the Comprehensive Data System (CDS). First Connections Data staff uses the inquiry process to validate information collected in the CDS. This data is collected from all provider types. All providers are using this system to report data for the infants and toddlers that they serve. Providers use the comprehensive system to create an electronic record for Part C infants and toddlers. The system is designed to capture and represent data that accurately captures the state of the infant and toddlers record at any given point in time. It allows staff to see the same information and work together to address issue surrounding the children within their program. The system also allows for an ideal flow of information from provider to the Lead Agency. As a part of the child record, CDS captures the start date of the IFSP, thereafter, and the first date of service that the child received as listed on the IFSP. Data was pulled, for IFSP with dates starting February 1- April 30, 2013, and sent to each provider for verification and returned within the appropriate time. Because of the program's transition to the CDS, the data was selected for this time period to ensure the quality of the data. Arkansas Part C carefully chose the time period near the end of the year to give the early intervention providers time to more fully master the data system. Also, to ensure the accuracy of the data; sufficient time was needed for

verification of the data. The Data Manager compared data that was reported for this time period to data for the full year (FFY2012) and determined that it is reflective of a full year of data. During February 1- April 30, 2013, the total number of infants and toddlers served was 831 compared to the average of 755 infants and toddlers for each of the other quarters of the fiscal year. The type and number of therapy services received by children in the reporting period were the same as the type and number of services received by the children in the remaining three quarters. Infants and toddlers reported for this quarter were from all provider types, state service coordinators, small and large programs, in all counties of the state just as in other months during the year. Additionally, policies and procedures for timely service remained the same during the course of the year ensure that the measurement remained the same. The Lead Agency believes that the data reported for the quarter is an accurate reflection of the state's performance for the reporting period.

The inquiry process results revealed that there were 831 children who had an IFSP of which 755 children (91 %) with IFSP's received their services within the required timeframe. First Connections Data Manager conducted an analysis of data collected regarding the delay in services. For the 76 children who had a delay in services, the analysis determined a number of reasons for delay. The reasons for untimely services include: late prescriptions from physicians, with a small percentage of delays being due to lack of therapist availability.

The Arkansas First Connection program demonstrated 91 % compliance during the 2012 reporting period, this indicates that we remained at the same level as the 2011 period. Part C is pleased with the continued progress that the state has made in children receiving services in a timely manner.

During the FFY 2012-2013 period the Part C Program had a total of 831 infants and toddlers with IFSP's. Of the 831, 755 infants and toddlers received all services listed on their IFSP's within the required timeframe. This includes 59 with documentation of exceptional family delay. Part C considers "timely manner" to be no more than thirty (30) calendar days from the date of parental consent for the initial IFSP and no more than thirty (30) days from the date the parent consents to additional services. As part of the data analysis process staff considered services to be timely when the data showed services started within 30 days of parental consent.

Reasons for delays:

First Connection staff continues ongoing discussion with providers to find the cause of their noncompliance. As reported previously, Lead Agency staff determined that providers are having difficulty in obtaining prescriptions from physicians for services. Arkansas' Professional Development team provides extensive training and materials to the following: hospitals, physicians, clinics, and other medical facilities. The Physicians Outreach Materials include a comprehensive power point outlining the benefits and principles of early intervention. During the APR reporting period the Part C program continued to collaborate with its early childhood partners. This initiative will assist the early intervention program in reaching physicians within the state.

Findings of Noncompliance:

Arkansas Part C sent letters of notification to providers advising them of their non-compliance. The letters provided their percentage score related to timely services, cited the appropriate federal regulation and informed them that they must correct the noncompliance as soon as possible. The Lead Agency requires providers to correct any identified noncompliance within 90 days, however all noncompliance must be corrected no later than one year from the date of notification of the noncompliance. Part C placed several providers under a directed plan of correction. QA staff conducted a subsequent review to ensure correction of noncompliance with timely services. Arkansas Part C staff determined that all services, although late **have been initiated** for each of the 76 children whose services were determined not timely.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for (FFY 2012):

<u>Arkansas Performance Plan Activities</u>	<u>Arkansas Improvement Activities Completed in 2012</u>
<ol style="list-style-type: none"> 1. The Part C program will continue to use data to determine provider's improvement strategies. 2. Training will continue to be provided on the provision of timely services. 3. Provide Targeted Technical Assistance to providers and state staff to assist with improving the delivery of timely services. 	<ol style="list-style-type: none"> 1. First Connection data staff provided recommendations to other First Connection managers to aid in program improvements. 2. First Connection Professional Development staff has developed advanced training materials regarding the provision of timely services. 3. First Connection staff continues to provide targeted technical assistance to providers and state staff on improving the delivery of timely services.

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for (FFY 2012)
[If applicable]

Not Applicable

Correction of FFY 2011 Findings of Noncompliance (if State reported less than 100% compliance):
 Level of compliance (actual target data) State reported for FFY 2011 for this indicator: 91 %

1. Number of findings of noncompliance the State made during FFY 2011 (the period from July 1, 2011, through June 30, 2012)	7
2. Number of FFY 2011 findings the State verified as timely corrected (verified as corrected within one year from the date of notification to the EIS program of the finding)	7
3. Number of FFY 2011 findings <u>not</u> verified as corrected within one year [(1) minus (2)]	0

Actions Taken if Noncompliance Not Corrected:

Not Applicable

Verification of Correction of FFY 2011 noncompliance or FFY 2011 findings (either timely or subsequent):

During the verification of correction process, First Connection Staff conducted desk audits and onsite reviews of early intervention provider files to ensure that infants and toddlers with IFSP's receive needed services in a timely manner. Arkansas Part C considers an early intervention provider to be in compliance if services are started within 30 days of the IFSP meeting or if there is documentation of exceptional family delay. As specified in OSEP's July 1, 2012, FFY 2013 SPP/APR Response Table, when reporting the correction of noncompliance, the State must report, in its FFY 2012 APR, that it has verified that each EIS program with noncompliance reflected in the data the State reported for Timely Services : (1) is correctly implementing 34 CFR §§303.340(c), 303.342(e), and 303.344(f)(1) (i.e., achieved 100% compliance) based on updated data such as data subsequently collected through on-site monitoring or a State data system;

and (2) has corrected each individual case of on noncompliance, unless the child is no longer within the jurisdiction of the EIS program or provider, consistent with OSEP Memorandum 09-02, dated October 17, 2008.

As instructed in OSEP guidance, Arkansas Part C directed early intervention providers to submit documentation that services were provided and staff was able to verify that services, although late, had been started for the 76 infants and toddlers who did not receive their services in a timely manner. Arkansas Part C considers “timely” to be no more than thirty (30) calendar days from the date of parental consent for the initial IFSP and no more than thirty (30) days from the date the parent consents to additional services. In order for services to be considered timely policy requires that services start 30 days after the IFSP date. Additionally, to make certain that the early intervention providers understood policy and are correctly implementing the requirements; First Connections staff requested early intervention provider to submit documentation on infants and toddlers with new or revised IFSPs. All updated data was properly examined and it was determined that the early intervention providers were properly implementing the requirements and that all infants and toddlers with new or revised IFSPs received their services with the required time frame.

Describe the specific actions that the State took to verify the correction of findings of noncompliance identified in FFY 2011:

During the reporting period, Part C staff conducted a close review of provider’s records. As a part of the review process, administrative staff looked at a percentage of records for each provider to verify that the program is correctly implementing the requirements

for timely services for all infants and toddlers receiving each service listed on the IFSP within 30 days of the IFSP meeting. Administrative staff also reviewed a percentage of updated data from each provider to determine if providers are initiating services of subsequent infants and toddlers in the required time frame. Arkansas Part C staff administered this process consistent with OSEP Memorandum 09-02, dated October 17, 2008 (OSEP Memo 09-02), the state determined that each provider for whom data previously showed noncompliance has corrected the noncompliance and is correctly implementing the regulatory requirement for infants and toddlers with IFSPs to receive services within a timely manner.

First Connection staff completed subsequent reviews of each early intervention provider record that showed to be out of compliance in FFY 2011. The outcomes of the review indicated that all early intervention providers corrected the identified noncompliance and a review of updated data indicated that they are correctly implementing the regulatory requirement as instructed.

Part C State Annual Performance Report (APR) for FFY 2012

Overview of the Annual Performance Report Development:

Monitoring Priority: Early Intervention Services In Natural Environments

Indicator 2: Percent of infants and toddlers with IFSPs who primarily receive early intervention services in the home or community-based settings.

(20 U.S.C. 1416(a)(3)(A) and 1442)

Measurement: Percent = $\left[\frac{\text{\# of infants and toddlers with IFSPs who primarily receive early intervention services in the home or community-based settings}}{\text{total \# of infants and toddlers with IFSPs}} \right] \times 100$.

FFY	Measurable and Rigorous Target
2012	New target will be 46 %of infants and toddlers with IFSP's will primarily receive services in the homes or programs for typically developing children

Actual Target Data for (FFY 2012):**DATA CHART**

Indicator 2 FFY 2011	# of children Served	# & % of children receiving services in the home or community based setting	State Target
State Totals	3130	1,036 33%	46%

2012 Child Count:

There were a total of 3130 children served on Nov 1, 2012. Reports indicated, there were a total of 1036 (33%) children served in the home and community settings. (Home = 328, and Community Based Setting = 708).

Also, out of those children being served, their Race and Ethnicity is as follows:

Hispanic/Latino – 31 (Home), 44 (Community Based)
American Indian or Alaska Native = 4 (Home), 2 (Community Based)
Asian = 6 (Home), 3 (Community Based)
Black or African American = 82 (Home), 280 (Community Based)
Native Hawaiian = 0 (Home), 1 (Community Based)
White = 201 (Home), 356 (Community Based)
Two or More Races = 4 (Home), 22 (Community Based)

Arkansas Part C did not meet its state target of 46% of infants and toddlers receiving services in the natural environment. During the 2012-2013 reporting period Part C served a total of 3,130 children. The First Connection program served 1,036 (33 %) children in the home, child care centers baby sitters' homes, and relatives' homes. 328 infants and toddlers were served in their home and 708 infants and toddlers were served in a typical daycare setting. The information is consistent with the 618 Child Count.

The Part C Professional Development team remains focused in their efforts to provide training to state staff and provider's in the area of natural environment. As part of the trainings, staff uses resources and information provided by several National Technical Assistance agencies. The state's Natural Environment Training sessions includes detail materials and activities that are discussed at length during the training sessions. Arkansas' Quality Assurance Team (QAT) plays a vital role in the training and technical assistance direction of providers and state staff.

The QAT's provide conference calls support and on-site technical assistance to early intervention providers in the importance of children receiving services in their natural

environment. During the support sessions and on-site visits, the Quality Assurance Team reviews Individual Family Service Plans (IFSP) to determine if services are being provided in the natural environment, and if not they make sure that the justification is appropriate. Arkansas continues to make training and technical assistance available to providers and state staff to assist in providing clarification regarding the implementation of services in the natural environment.

Also, the First Connection Quality Assurance & Data Unit staff work together to provide intensive trainings and on-site technical assistance to state service coordinators and provider staff regarding natural environment reporting requirements.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for (FFY 2012):

During the reporting period the state of Arkansas continued to have infants and toddlers enrolled in Developmental Day Treatment Clinic Services (DDTCS). The majority of the DDTCS programs do mirror child care centers for typically developing children, and also serve children without disabilities, at their sites. For many years, the Lead Agency has tried to harmonize and blend all early intervention options (home and community – based, center-based, clinic) into one early intervention system under Part C- with some successes and some struggles. Arkansas Part C is aware that the DDTCS's are not a natural environment and thus has taken steps to change the outcome of this indicator within the coming years. As part of the change, Arkansas underwent a massive reorganization process that included giving parents an option to remain with the Part C program or utilize state services. A parent notice and option form was developed by the

Lead Agency. The notice and form was provided and discussed with each parent involved in this process. Services were not interrupted and parental rights were not denied. Also, to aid in improving in this indicator, clinic service providers were informed that the lead agency would be developing a new process that would provide them with resources and intensive technical assistance to ensure that infants and toddlers receive services in the natural environment.

Arkansas' Professional Development team is developing comprehensive materials to assist providers in transitioning children to natural environments. The materials will contain clear guidance regarding natural environments, detail instructions on proper IFSP development and examples to guide the process. Part C staff continues to have intense dialogue with providers concerning the states percentage of children receiving services in the natural environment. The lead agency realizes that this is an on-going process and will continue to be focused on activities regarding providers improving in this area. The state of Arkansas is predominantly rural population distribution. In certain geographic areas of the state, service providers are limited in their ability to serve infants and toddlers in the natural environment and thus services are provided in other locations. As part of the DDS Early Intervention reorganization plan, staff will be developing resources that would guide providers in serving infants and toddlers in the most effective settings. Resource packets will also include activities and information that will assist parents with improving their child's growth and development. The state of Arkansas has several providers that are working closely with First Connection staff to

increase their numbers of typically developing children, in spite of the financial concerns.

During the reporting period the Arkansas state Interagency Coordinating Council formed a subcommittee to develop strategies and make recommendations to the Lead Agency on increasing the percentage of children served in the natural environment. The committee reviewed agency policies and practices regarding inclusion for Part C infants and toddlers. They also discussed areas of concern, and methods to strength the number of inclusive options for children birth through three. Designated members of the committee agreed to continue assisting Part C in exploring ways to improve outcomes in this indicator.

First Connection is committed to collaborating with families, agencies representatives, providers, department heads, and National Technical Assistance agencies to guide the transformation of the Part C program. The states Professional Development team has developed additional resources to enhance the capacity of the agency to increase the percentage of infants and toddlers served in the natural environment.

<u>Arkansas Performance Plan Activities</u>	<u>Arkansas Improvement Activities Completed in 2012</u>
<ol style="list-style-type: none"> 1. Arkansas Part C program will continue collaborations with the Division of Child Care and Early Childhood Education 2. Part C training staff will continue to provide state staff and providers with information on how to increase the percentage of children who receive services in the natural environment. 3. Arkansas Part C program will explore the development of a State ICC sub-committee to address how to increase the percentage of children served in the natural environment. 4. Arkansas Part C program will continue to monitor data that is reported on the IFSP regarding natural environment. 	<ol style="list-style-type: none"> 1. The Lead Agency has continued to collaborate with the Division of Child Care and Early Childhood Education. 2. The Professional Development team has continued to deliver training to providers and state staff on how to increase the percentage of children receiving services in the natural environment. 3. The state ICC has developed a sub-committee to address how to increase the percentage of children served in the natural environment. 4. Arkansas Part C continues to monitor data reported regarding the natural environment.

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for (FFY 2012)

[If applicable]

Not Applicable

Part C State Annual Performance Report (APR) for FFY 2012

Overview of the Annual Performance Report Development:

Monitoring Priority: Early Intervention Services In Natural Environments

Indicator 3: Percent of infants and toddlers with IFSPs who demonstrate improved:

- A. Positive social-emotional skills (including social relationships);
- B. Acquisition and use of knowledge and skills (including early language/ communication); and
- C. Use of appropriate behaviors to meet their needs.

(20 U.S.C. 1416(a)(3)(A) and 1442)

Measurement:

A. Positive social-emotional skills (including social relationships):

- a. Percent of infants and toddlers who did not improve functioning = $\left[\frac{\text{\# of infants and toddlers who did not improve functioning}}{\text{\# of infants and toddlers with IFSPs assessed}} \right] \times 100$.
- b. Percent of infants and toddlers who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers = $\left[\frac{\text{\# of infants and toddlers who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers}}{\text{\# of infants and toddlers with IFSPs assessed}} \right] \times 100$.
- c. Percent of infants and toddlers who improved functioning to a level nearer to same-aged peers but did not reach it = $\left[\frac{\text{\# of infants and toddlers who improved functioning to a level nearer to same-aged peers but did not reach it}}{\text{\# of infants and toddlers with IFSPs assessed}} \right] \times 100$.
- d. Percent of infants and toddlers who improved functioning to reach a level comparable to same-aged peers = $\left[\frac{\text{\# of infants and toddlers who improved functioning to reach a level comparable to same-aged peers}}{\text{\# of infants and toddlers with IFSPs assessed}} \right] \times 100$.
- e. Percent of infants and toddlers who maintained functioning at a level comparable to same-aged peers = $\left[\frac{\text{\# of infants and toddlers who maintained functioning at a level comparable to same-aged peers}}{\text{\# of infants and toddlers with IFSPs assessed}} \right] \times 100$.

If $a + b + c + d + e$ does not sum to 100%, explain the difference.

B. Acquisition and use of knowledge and skills (including early language/communication):

- a. Percent of infants and toddlers who did not improve functioning = $\left[\frac{\text{\# of infants and toddlers who did not improve functioning}}{\text{\# of infants and toddlers with IFSPs assessed}} \right] \times 100$.
- b. Percent of infants and toddlers who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers = $\left[\frac{\text{\# of infants and toddlers who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers}}{\text{\# of infants and toddlers with IFSPs assessed}} \right] \times 100$.
- c. Percent of infants and toddlers who improved functioning to a level nearer to same-aged peers but did not reach it = $\left[\frac{\text{\# of infants and toddlers who improved functioning to a level nearer to same-aged peers but did not reach it}}{\text{\# of infants and toddlers with IFSPs assessed}} \right] \times 100$.

- d. Percent of infants and toddlers who improved functioning to reach a level comparable to same-aged peers = $\left[\frac{\text{\# of infants and toddlers who improved functioning to reach a level comparable to same-aged peers}}{\text{\# of infants and toddlers with IFSPs assessed}}\right] \text{ times } 100$.
- e. Percent of infants and toddlers who maintained functioning at a level comparable to same-aged peers = $\left[\frac{\text{\# of infants and toddlers who maintained functioning at a level comparable to same-aged peers}}{\text{\# of infants and toddlers with IFSPs assessed}}\right] \text{ times } 100$.

If $a + b + c + d + e$ does not sum to 100%, explain the difference.

C. Use of appropriate behaviors to meet their needs:

- a. Percent of infants and toddlers who did not improve functioning = $\left[\frac{\text{\# of infants and toddlers who did not improve functioning}}{\text{\# of infants and toddlers with IFSPs assessed}}\right] \text{ times } 100$.
- b. Percent of infants and toddlers who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers = $\left[\frac{\text{\# of infants and toddlers who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers}}{\text{\# of infants and toddlers with IFSPs assessed}}\right] \text{ times } 100$.
- c. Percent of infants and toddlers who improved functioning to a level nearer to same-aged peers but did not reach it = $\left[\frac{\text{\# of infants and toddlers who improved functioning to a level nearer to same-aged peers but did not reach it}}{\text{\# of infants and toddlers with IFSPs assessed}}\right] \text{ times } 100$.
- d. Percent of infants and toddlers who improved functioning to reach a level comparable to same-aged peers = $\left[\frac{\text{\# of infants and toddlers who improved functioning to reach a level comparable to same-aged peers}}{\text{\# of infants and toddlers with IFSPs assessed}}\right] \text{ times } 100$.
- e. Percent of infants and toddlers who maintained functioning at a level comparable to same-aged peers = $\left[\frac{\text{\# of infants and toddlers who maintained functioning at a level comparable to same-aged peers}}{\text{\# of infants and toddlers with IFSPs assessed}}\right] \text{ times } 100$.

Summary Statements for Each of the Three Outcomes:

Summary Statement 1: Of those infants and toddlers who entered or exited early intervention below age expectations in each Outcome, the percent who substantially increased their rate of growth by the time they turned 3 years of age or exited the program.

Measurement for Summary Statement 1: Percent = $\frac{\text{\# of infants and toddlers reported in progress category (c) plus \# of infants and toddlers reported in category (d)}}{\text{\# of infants and toddlers reported in progress category (a) plus \# of infants and toddlers reported in progress category (b) plus \# of infants and toddlers reported in progress category (c) plus \# of infants and toddlers reported in progress category (d)}} \text{ times } 100$.

Summary Statement 2: The percent of infants and toddlers who were functioning within age expectations in each Outcome by the time they turned 3 years of age or exited the program.

Measurement for Summary Statement 2: Percent = $\frac{\text{\# of infants and toddlers reported in progress category (d) plus \# of infants and toddlers reported in progress category (e)}}{\text{\# of infants and toddlers reported in progress categories (a) + (b) + (c) + (d) + (e)}} \text{ times } 100$.

There were a total of 1463 Children who Entered the Program, received services for more than 6 months, and who exited during the FY July 1, 2012 through June 30, 2013.

Actual Target Data for (FFY 2012):

Progress Data for Part C Children FFY 2012

Summary Statements	Actual FFY 2010 (% and # children)	Actual FFY 2011 (% and # children)	Target FFY 2012 (% of children)	Actual FFY 2012 (% and # of children)	Achievement of Targets
Outcome A: Positive social-emotional skills (including social relationships)					
1. Of those children who entered or exited the program below age expectations in Outcome A, the percent who substantially increased their rate of growth by the time they exited the program. Formula: $c+d / a+b+c+d$	66% (n= 887)	<u>70%</u> (n=546)	56%	59% (n=784)	MET
2. The percent of children who were functioning within age expectations in Outcome A by the time they exited the program. Formula: $d+e / a+b+c+d+e$	25% (n=357)	41% (n=423)	25%	22% (n=329)	Not MET
Outcome B: Acquisition and use of knowledge and skills (including early language/communication and early literacy)					
1 Of those children who entered or exited the program below age expectations in Outcome B, the percent who substantially increased their rate of growth by the time they exited the program. Formula: $c+d / a+b+c+d$	64% (n=863)	69% (n=557)	53%	60% (n=797)	MET
2. The percent of children who were functioning within age expectations in Outcome B by the time they exited the program. Formula: $d+e /$	<u>25%</u> (n=227)	39% (n=406)	21%	21% (n=306)	MET

APR Template – Part C

Arkansas
State

a+b+c+d+e					
Outcome C: Use of appropriate behaviors to meet their needs					
1. Of those children who entered or exited the program below age expectations in Outcome C, the percent who substantially increased their rate of growth by the time they exited the program. Formula: $c+d / a+b+c+d$	64% (n=863)	69% (n=543)	56.75%	58% (n=763)	MET
2. The percent of children who were functioning within age expectations in Outcome C by the time they exited the program. Formula: $d+e / a+b+c+d+e$	26% (n=367)	41% (n=425)	23%	23% (n=338)	MET

A. Positive social emotional skills (including social relationships)	Number of Children	% of children
a. Percent of infants and toddlers who did not improve functioning	43	3%
b. Percent of infants and toddlers who improved functioning but not sufficient to move nearer to functioning comparable to same aged peers	511	35%
c. Percent of infants and toddlers who improved functioning to a level nearer to same aged peers but did not reach it	580	40%
d. Percent of infants and toddlers who improved functioning to reach a level comparable to same aged peers	204	14%
e. Percent of infants and toddlers who maintained functioning at a level comparable to same aged peers	125	9%
Total	1463	

B. Acquisition and Use of knowledge and skills (including early language/communication)	Number of Children	% of children
a. Percent of infants and toddlers who did not improve functioning	55	4%
b. Percent of infants and toddlers who improved functioning but not sufficient to move nearer to functioning comparable to same aged peers	486	33%
c. Percent of infants and toddlers who improved functioning to a level nearer to same aged peers but did not reach it	616	42%
d. Percent of infants and toddlers who improved functioning to reach a level comparable to same aged peers	181	12%
e. Percent of infants and toddlers who maintained functioning at a level comparable to same aged peers	125	9%
Total	1463	100 %

C. Use of appropriate behaviors to meet their needs)	Number of Children	% of children
a. Percent of infants and toddlers who did not improve functioning	63	4%
b. Percent of infants and toddlers who improved functioning but not sufficient to move nearer to functioning comparable to same aged peers	500	34%
c. Percent of infants and toddlers who improved functioning to a level nearer to same aged peers but did not reach it	562	38%
d. Percent of infants and toddlers who improved functioning to reach a level comparable to same aged peers	201	14%
e. % of children who maintained functioning at a level comparable to same aged peers.	137	9%
Total	1463	

Data for Indicator 3**Discussion of Summary Statements and Progress Data for FFY 2012:**

Overall, Arkansas is doing a better job of capturing more children, who have received services for at least 6 months when they exit. Providers are still learning to use the CDS system and the data collection around transition from Part C. Most users are capturing outcomes for toddlers who transition to Part B, but we would expect more data for toddlers exiting for any reason. The data shows there were 970 children exiting who were potentially eligible for Part B, and a little over 500 children with outcome ratings for other exit reasons. Overall, there were 3,125 children exiting. We are currently capturing complete data for 47% of children exiting Part C. We will continue to need to provide training related to exiting and transitioning from Part C and the importance of completing the ratings for child outcomes.

There have been more training within the last year, since we hired a new training coordinator. We are seeing the results of the improved understanding among our service coordinators. The ratings from this year more accurately reflect child performance at entry and exit.

The actual performance on each of the child outcomes areas was less than the performance reported in FFY 2011. However, in spite of the slippage, the targets were met for five of the six reporting areas.

A. Social Emotional:

Summary Statement 1: Although we met our target, there was an 11% decrease in this area. There were more children who fell into category c and d, but we pulled more children with outcomes data overall than we did last year.

Summary Statement 2: There were less children who actually fell into this category (d and e), along with more children with outcomes overall. We did not meet our target.

B. Acquisition and Use

Summary Statement 1: We met the target. There was a 9% decrease in this area. There were more children captured in category c and d, but we pulled in more children with outcomes data overall than we did last year.

Summary Statement 2: We met the target. There was an 18% decrease in this area. There were less children falling into this category (d and e), but we also pulled more children with outcomes data overall than we did last year.

C. Use of Appropriate Behavior to Meet Needs

Summary Statement 1: We met the target. There was an 11% decrease in this area. There were more children captured in category c and d, but we pulled in more children with outcomes data overall than we did last year.

Summary Statement 2: We met the target. There was a 20% decrease in this area. There were less children captured in category (d and e), but we also pulled more children with outcomes data overall than we did last year.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for (FFY 2012):

<u>Arkansas Performance Plan Activities</u>	<u>Arkansas Improvement Activities Completed in 2012</u>
<ol style="list-style-type: none"> 1. Provide training and technical assistance to state staff and providers on how to properly complete the outcome summary form on the new Comprehensive Data System. 2. Complete the outcome summary form on the Comprehensive Data System. 3. Develop FAQ's to assist providers and state staff in documenting and reporting outcome data. 4. Analyze data to identify trends that impact the child's progression. 5. Arkansas will request additional technical assistance from SERRC, and ECTA Center on the outcomes process. 	<ol style="list-style-type: none"> 1. This is an on-going activity for the Lead Agency 2. State staff and EI providers have the ability to complete the outcome summary form on the Comprehensive Data System 3. The Lead Agency has developed training materials to assist providers and state staff in documenting and reporting outcome data. 4. Arkansas Data Unit analyzes outcome data to identify trends that impact infant and toddlers progress. 5. This is an ongoing activity for the Lead Agency. Part C staff participated in ECTA/ECO Center training sponsored by 619.

**Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines /
Resources for (FFY 2012)**
[If applicable]

Not Applicable

Part C State Annual Performance Report (APR) for FFY 2012

Overview of the Annual Performance Report Development:

Monitoring Priority: Early Intervention Services In Natural Environments

Indicator 4: Percent of families participating in Part C who report that early intervention services have helped the family:

- A. Know their rights;
- B. Effectively communicate their children's needs; and
- C. Help their children develop and learn.

(20 U.S.C. 1416(a)(3)(A) and 1442)

Measurement:

- A. Percent = [(# of respondent families participating in Part C who report that early intervention services have helped the family know their rights) divided by the (# of respondent families participating in Part C)] times 100.
- B. Percent = [(# of respondent families participating in Part C who report that early intervention services have helped the family effectively communicate their children's needs) divided by the (# of respondent families participating in Part C)] times 100.
- C. Percent = [(# of respondent families participating in Part C who report that early intervention services have helped the family help their children develop and learn) divided by the (# of respondent families participating in Part C)] times 100.

FFY	Measurable and Rigorous Target
2012	<p>A. Arkansas will achieve 80.25%</p> <p>B. Arkansas will achieve 70.25%</p> <p>C. Arkansas will achieve 87.25%</p>

Actual Target Data for (FFY 2012):

During the FFY 2012 reporting year the First Connection program sent out approximately 3000 surveys to parents of infants and toddlers who had an active IFSP. The Lead Agency provided families with two ways for them to respond to the survey, the

First Connection website and hard copy via mail. Parents were asked to respond regarding: county of residence, their child's service provider, and their child's race and ethnicity. Part C families completed and returned 510 surveys that showed the following:

	Target	FY10	FY11	FY12	STATUS
A. Know their rights	80.25%	67.9%	64.2%	68%	Not MET
B. Effectively communicate their children's needs	70.25%	71.3%	67.9%	71%	MET
C. Help their children develop and learn	87.25%	75.9%	73.2%	75%	Not MET

The Lead Agency reported in the 618 Child Count for November 1, 2012 that a total of 3130 infants and toddlers were served in the Arkansas Part C program. Family survey response was received from all 75 counties in Arkansas. Analysis of the responses showed a representation by families' response; showing representation by majority of all race categories throughout the state and covering all areas of the state.

Arkansas' data review shows an increase in representation from the American Indian/Alaska Native and Multi-Racial families. Survey reports indicates that the states Hispanic population was unresponsive to the Lead Agency's request regards the effectiveness of their child early intervention services. Additional analysis shows a decrease in the responses from Asian or Pacific Islander, African –American and White families.

Race Categories	Percentage Child Count Population Represented by Race	Percentage of Returned Family Survey Represented by Race
American Indian or Alaska Native	.4%	.4%
Asian or Pacific Islander	.3%	1.4%
African-American	37%	23%
Hispanic	7%	0%
White	53%	68%
Multi Racial	2%	.8%
Race not reported	0	6%

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for (FFY 2012):

Arkansas' Professional Development Unit designed parent educational packets to aid service coordinators in educating parents regarding early intervention services. This year education packets included training on how to assist parents in knowing their rights, effectively communicate their children's needs and helping their child develop and learn. Lead Agency and early intervention program staff provide the informational packets to parents on a constant basis. During the course of the year providers and state staff are reminded of the importance of maintaining correct address for their families. Data Unit staff emphasizes the importance of this activity because of need for the return of the family survey's. The data analysis indicated that staff will have to increase efforts to improve the percentage of return.

First Connections is pleased to report improvement over last year in all three areas of the data reported in the survey responses. In spite of the gains and the improvement activities completed, Arkansas did not meet the targets for two areas within this indicator.

The Lead Agency's analysis of this indicator has resulted in the development of a plan to address issues related to the Family Outcomes process. Administrators will review the state survey and make needed changes. Staff will also explore other surveys and discuss additional options regarding the timing of the surveys. The Family Outcomes Survey plan shall include strategies to address language barrier of the Hispanic population and ways to improve the percentage of return from all responders. During the reporting period Arkansas' Data Unit sent translated cover letters and surveys to Hispanic families. Arkansas Professional Development staff participated in health fair activities geared for Hispanic families to share information about services for infants and toddlers. First Connections continues to identify family initiatives that focus in outreach to Spanish speaking families. Part C remains persistent in its efforts to identify ways to reach families across all geographical areas and ethnic groups.

<u>Arkansas Performance Plan Activities</u>	<u>Arkansas Improvement Activities Completed in 2012</u>
<ol style="list-style-type: none"> 1. Explore the development of a survey that is more family-friendly for Arkansas' unique population. 2. Explore the options of re-directing the efforts of the PTI in regards to the birth to three programs. 3. Arkansas will look at different ways of sending and receiving the family survey. 	<ol style="list-style-type: none"> 1. Part C staff has looked at several different options regarding adopting a new survey. 2. The Lead Agency will continue this effort. 3. Part C staff has looked at different ways of sending and receiving the family survey.

**Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines /
Resources for (FFY 2012)**
[If applicable]

Not Applicable

Part C State Annual Performance Report (APR) for FFY 2012**Overview of the Annual Performance Report Development:****Monitoring Priority: Effective General Supervision Part C / Child Find**

Indicator 5: Percent of infants and toddlers birth to 1 with IFSPs compared to national data.

(20 U.S.C. 1416(a)(3)(B) and 1442)

Measurement:

Percent = [(# of infants and toddlers birth to 1 with IFSPs) divided by the (population of infants and toddlers birth to 1)] times 100 compared to national data.

FFY	Measurable and Rigorous Target
<i>2012</i>	Arkansas will improve in this area to .58%

Actual Target Data for (FFY 2012):

Table 5 FFY 2012	# of Infants Birth to 1 Served in Part C	Total # of Infants Birth To 1	Percent of Infants Birth to 1 Served in Part C	State Target
Infants Birth to One	382	37,863	1.01	.58%

National Average: 42,225/3,983,689 (1.06%)

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for 2012:

The Lead Agency is pleased to announce that we are serving 1.01 % of children birth to age 1, exceeding the states target of .58% of infants' birth to 1 year of age during the

2012-2013 reporting period. An analysis of the national data shows that Arkansas Part C is very close to the national average of 1.06 %.

During the course of the reporting period the Lead Agency performed the following activities. The list of activities assisted the First Connection program with increasing the percentage of infants and toddlers served in Arkansas.

- Arkansas Professional Development staff designed First Connections promotional material to assist in reaching parent's, hospitals, physicians, child care staff and other referral source agencies.
- First Connection and the Arkansas School for the Deaf continue joint efforts to increase the percentage of infant's that are deaf/hearing impaired identified and served.
- Arkansas Professional Development staff developed family friendly advertisement for parent magazines directed to aid in increasing awareness of the Part C program.
- Part C staff and the Arkansas Health Department held meetings to review and rewrite policy and procedures to address referral process.
- Arkansas state and local Interagency Coordinating Council members performed family oriented activities to improve the percentage of infants and toddlers served in Part C. Activities included information packets for parents', physicians, hospitals, childcare, clinics, libraries and other family settings. The local council members also conducted child find awareness activities during the course of the year to increase the early identification of infant's birth to one.
- First Connection state staff and providers continue to conduct child find activities in their areas to increase the percentage of infants identified and served.
- Part C staff continues to collaborate with Arkansas' Zero to Three Court Teams for Safe Babies. The Project is a systems change initiative focused on improving how the courts, child welfare agencies and related child-serving organizations work together, share information and expedite

services for young children. The project is also works with other agencies to address Fetal Alcohol Spectrum Disorder.

- The Professional Development staff introduced materials in the Physicians Referral Guide to physicians and clinic staff. This helped to provide guidance, regarding Early Intervention services.
- Part C staff remains intensely involved with the Division of Children and Family Services (DCFS) Fetal Alcohol Spectrum Disorder Task Force (FASD). The Arkansas FASD Task Force has several objectives that require key partners to assist in implementation.
- Early Intervention Administrative staff and the Division of Children and Family Services Policy staff worked jointly on an effort to clarify their policy regarding the referrals of infants and toddlers to the Part C program.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for (FFY 2012):

<u>Arkansas Performance Plan Activities</u>	<u>Arkansas Improvement Activities Completed in 2012</u>
<ol style="list-style-type: none"> 1. Continue to collaborate with the Fetal Alcohol Syndrome Task Force to increase awareness of the EI program 2. Part C will monitor providers' public awareness activities to aid in the increasing the percentage of children birth to one being referred to Part C. 3. Along with information about early intervention, Arkansas will provide families with information and resources found on Infant/Family driven websites. 4. Arkansas will continue to advertise in the Family Magazine. 5. Continue collaboration with Division of Child Care and Early Childhood Education and Arkansas Department of Education to provide inclusion training to daycare providers in all regions of the state. 	<ol style="list-style-type: none"> 1. First Connections has continued collaborative efforts with the Fetal Alcohol Syndrome Task Force. 2. This is an on-going activity of the Lead Agency. 3. Arkansas Professional Development Team has designed Parent Information Packets to increase parent's knowledge of the Part C program. 4. This is an on-going activity of the Lead Agency. 5. Part C has continued collaboration with the Division of Child Care and Early Childhood Education.

**Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines /
Resources for (FFY 2012):**
[If applicable]

Not Applicable

Part C State Annual Performance Report (APR) for FFY 2012

Overview of the Annual Performance Report Development:

Monitoring Priority: Effective General Supervision Part C / Child Find

Indicator 6: Percent of infants and toddlers birth to 3 with IFSPs compared to national data.

(20 U.S.C. 1416(a)(3)(B) and 1442)

Measurement:

Percent = [(# of infants and toddlers birth to 3 with IFSPs) divided by the (population of infants and toddlers birth to 3)] times 100 compared to national data.

FFY	Measurable and Rigorous Target
2012	Arkansas will improve to 2.37%.

Actual Target Data for (FFY 2012):

Table 6 FFY 2012	# Birth to Three Served in Part C	# Total Birth To Three	Percent Birth to Three Served in Part C	2012 SPP State Target
Infants and Toddlers Birth To Three	3,130	114,949	2.72%	2.37%

National Average: 333,542 / 12,028,122 = 2.77%

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for 2012:

Arkansas Part C met and exceeded its target of 2.37%. The Lead Agency is slightly lower than the national average of 2.77%. Data indicated that Arkansas served 3,130

infants and toddlers birth to 3. Trend data shows that the number of infant and toddlers served remained steady, while the overall birth rate for the state decreased. Part C is pleased to see the results of our broad child find activities.

First Connections has continued to increase child find activities that should aid the state to maintaining a sufficient record of identifying infants and toddlers' birth to 3. Part C will continue, public awareness activities, collaborations, related activities, and partnerships, to increase the percentage of infants and toddlers served in Arkansas.

Part C has conducted the following activities during the reporting period to aid in the program exceeding the states target.

- Arkansas state and local Interagency Coordinating Council members performed family oriented activities to improve the percentage of infants and toddlers served in Part C. Activities included information packets for parents', physicians, hospitals, childcare, clinics , libraries and other family settings. The local council members also conducted child find awareness activities during the course of the year to increase the early identification of infant's birth to three.
- Arkansas Professional Development staff designed First Connections promotional material to assist in reaching parents, hospitals, physicians, child care staff and other referral source agencies.
- First Connection and the Arkansas School for the Deaf continue joint efforts to increase the percentage of infants that are deaf/hearing impaired identified and served.
- Arkansas Professional Development staff developed family friendly advertisement for parent magazines, directed to aid in increasing awareness of the Part C program.
- Part C staff and the Arkansas Health Department held meetings to review and rewrite policy and procedures to address referral process.

- The Professional Development staff introduced materials in the Physicians Referral Guide to physicians and clinic staff in order to provide guidance regarding Early Intervention services.
- First Connection state staff and providers continue to conduct child find activities in their areas to increase the percentage of infants identified and served.
- Part C staff continues to collaborate with Arkansas' Zero to Three Court Teams for Safe Babies. The Project is a systems change initiative focused on improving how the courts, child welfare agencies and related child-serving organizations work together, share information and expedite services for young children. The project is also works with other agencies to address Fetal Alcohol Spectrum Disorder.
- Early Intervention Administrative staff and the Division of Children and Family Services Policy staff worked jointly on an effort to clarify their policy regarding the referrals of infants and toddlers to the Part C program.
- Part C staff remains intensely involved with the Division of Children and Family Services (DCFS) Fetal Alcohol Spectrum Disorder Task Force (FASD). The Arkansas FASD Task Force has several objectives that require key partners to assist in implementation.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for (FFY 2012):

<u>Arkansas Performance Plan Activities</u>	<u>Arkansas Improvement Activities Completed in 2012</u>
1. Arkansas First Connections Public Awareness Committee will coordinate with other agencies, departments and associations in order to increase the awareness of the early intervention program.	1. This is an ongoing activity for the First Connection program.
2. Part C will monitor providers' public awareness activities to aid in the increasing the percentage of children birth to one being referred to Part C.	2. This is an ongoing activity for the Lead Agency.
3. Along with information about early intervention, Arkansas will provide families	3. Arkansas Professional Development Team has designed Parent Information Packets to increase parent knowledge of the Part C

with information and resources found on Infant/Family driven websites.	program.
4. Arkansas will continue to advertise in the Family Magazine.	4. First Connections has developed family friendly advertisement for Family Magazine.
5. Continue collaboration with Division of Child Care and Early Childhood Education and Arkansas Department of Education to provide inclusion training to daycare providers in all regions of the state.	5. Part C has continued collaboration with the Division of Child Care and Early Childhood Education and Arkansas Department of Education.
6. Arkansas will analyze their data and determine the areas of the state that the child find committee must target.	6. This is an ongoing activity for the Lead Agency.
7. Arkansas will expand training to the medical community to increase percentage of referrals.	7. Arkansas Professional Development Team has expanded training to the medical community.

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines /

Resources for (FFY 2012)

[If applicable]

Not Applicable

Part C State Annual Performance Report (APR) for FFY 2012

Overview of the Annual Performance Report Development:

Monitoring Priority: Effective General Supervision Part C / Child Find

Indicator 7: Percent of eligible infants and toddlers with IFSPs for whom an initial evaluation and initial assessment and an initial IFSP meeting were conducted within Part C's 45-day timeline.

(20 U.S.C. 1416(a)(3)(B) and 1442)

Measurement:

Percent = [(# of eligible infants and toddlers with IFSPs for whom an initial evaluation and initial assessment and an initial IFSP meeting were conducted within Part C's 45-day timeline) divided by the (# of eligible infants and toddlers evaluated and assessed for whom an initial IFSP was required to be conducted)] times 100.

Account for untimely evaluations, assessments, and initial IFSP meetings, including the reasons for delays.

FFY	Measurable and Rigorous Target
2012	Arkansas will have 100%

Actual Target Data for (FFY 2012):

Indicator	Total # of children with IFSP's	Total # of children who received evaluation and initial IFSP within 45 day.	Total #of children for who evaluation and IFSP were untimely due to family delay.	State Total (# and %)	State Target
7 FY 2012					
State Totals	703	655	59	655/703= 93%	100%

Arkansas Part C demonstrated 93% compliance for Indicator 7 during the 2012 reporting year. This represents an increase from the 92% in 2011. The Lead Agency is extremely pleased with the progress that early intervention providers continue to make in the area of infants and toddlers receiving evaluations, assessments and IFSP meetings within the required timeframe.

First Connections staff used information collected from the Comprehensive Data System to accurately report the percentage of infants and toddlers receiving evaluations, assessments and IFSP meetings within a timely manner. The data is gathered from, state service coordinators, Independent Service Providers and Licensed Community Programs. Data was pulled, for children referred between January 1 – March 31, 2013, and sent to each provider for verification and **returned** within an allotted time. The Lead Agency carefully chose this time period in order to capture the same children as reported in Indicator 1. This time period was used to examine whether the children who received their services in a timely manner also had an evaluation and assessment and IFSP developed within the 45 day timeframe. For the same reasons mentioned in C1, the lead agency believes the data is reflective of the data for all infants and toddlers who received a timely evaluation and IFSP for FFY 2012.

During the reporting period 655 out of 703 children received a timely evaluation and IFSP. Forty-eight (48) infants and toddlers did not have a timely Evaluation/Assessment and IFSP meetings due to program administrative errors. Even though late, all 48 children did have an IFSP established and executed. Of the 655 children counted as timely, fifty nine (59) infants and toddlers did not receive their

evaluation, assessment and IFSP meeting in a timely manner due to exceptional family circumstances. Family circumstances included child or family member illness or requests for delay.

The state of Arkansas is primarily rural population. A shortage of physicians in certain geographical areas of the state has caused a delay in the receipt of prescriptions for evaluations. Also, Lead Agency staff has determined that several providers are still learning key features of the Comprehensive Data System, thus causing a delay. These issues coupled with complications surrounding prior authorizations led to delays in holding the initial IFSP meeting within the proper timeframe.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for (FFY 2012):

First Connection staff carefully inspects the information that providers report in regards to their procedures related to evaluating, assessing and conducting timely IFSP meeting of infants and toddlers. Arkansas' Professional Development team and the Quality Assurance team continue to provide intensive technical assistance to providers that may need further clarification regarding 45 day timeline for evaluations, assessments and conducting timely IFSP meetings. The intensive technical assistance process includes a review of the providers procedures and an in depth interview with their staff. Also, based on the programs compliance the team may determine that corrective actions are needed. Lead Agency staff assists providers in determining what changes are needed to see constant progress.

During the monitoring process staff determined that early intervention providers are continuing to have difficulty obtaining prescriptions from primary care physician in a

timely manner. Recent reports indicate that the continuation of the shortage of physicians in America has had a great effect on the care of families in the rural area. This point remains true for Arkansas .The lack of physicians in most of our rural communities has cause early intervention providers to wait for prescriptions. Arkansas Professional Development staff continues to provide outreach activities to physicians, hospitals, clinics, nursing staff, and other medical facilities to increase their awareness of Part C. First Connection program also continues to collaborate with the Division of Child Care and Early Childhood Education that will assist early intervention in reaching physicians throughout Arkansas. Part C staff will provide training and technical assistance to providers and state staff on a constant basis.

<u>Arkansas Performance Plan Activities</u>	<u>Arkansas Improvement Activities Completed in 2012</u>
<ol style="list-style-type: none"> 1. Provide training and technical assistance to state staff and providers on how to properly input data related to 45 day timeline into the Comprehensive Data System. 2. Continue to provide training and technical assistance to providers on evaluations, assessments and meeting the 45 day timeline. 3. Provide Targeted Technical Assistance to providers and state staff whose data indicated noncompliance. 4. The Part C program will continue to monitor the effectiveness of evaluations, assessments and the IFSP process to implement needed changes. 5. Part C will continue to monitor to ensure 	<ol style="list-style-type: none"> 1. Part C staff continues to provide training and technical assistance to providers and state staff on the process of inputting data in the Comprehensive Data System. 2. This is an on-going activity for the Lead Agency. 4. First Connection continues to provide targeted technical assistance to providers and state staff. 5. This is an on-going activity for the Part C program. 6. The Lead Agency continues to monitor to ensure compliance.

compliance.	
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Correction of FFY 2011 Findings of Noncompliance (if State reported less than 100% compliance):Level of compliance (actual target data) State reported for FFY 2011 for this indicator: 92%

1. Number of findings of noncompliance the State made during FFY 2011 (the period from July 1, 2011, through June 30, 2012)	1
2. Number of FFY 2011 findings the State verified as timely corrected (corrected within one year from the date of notification to the EIS program of the finding)	1
3. Number of FFY 2011 findings <u>not</u> verified as corrected within one year [(1) minus (2)]	0

Verification of Correction of FFY 2011 noncompliance or FFY 2011 findings (either timely or subsequent):

Lead Agency staff examined early intervention provider's records to verify that each child who did not have an evaluation and IFSP meeting within 45 days had completed evaluations and that the initial IFSP meeting had been conducted, even though late. The First Connection Quality Assurance staff also reviewed a percentage of new referrals the provider that was found to be out of compliance to determine if these children had their evaluations, assessments and IFSP meetings in a timely manner. As required, the state conducting this review process consistent with OSEP Memo 09-02, and determined that the early intervention provider had completed an evaluation and held the initial IFSP meeting for subsequent children who had been referred to the program. Arkansas Part C is confident that providers are correctly implementing the regulatory requirement of providing an evaluation and assessment and holding the initial IFSP meeting within the 45 day time requirement.

**Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines /
Resources for (FFY 2012)**
[If applicable]

Not Applicable

Part C State Annual Performance Report (APR) for FFY 2012**Overview of the Annual Performance Report Development:****Monitoring Priority: Effective General Supervision Part C / Effective Transition**

Indicator 8: Percentage of toddlers with disabilities exiting Part C with timely transition planning for whom the Lead Agency has:

- A. Developed an IFSP with transition steps and services at least 90 days, and at the discretion of all parties, not more than nine months, prior to the toddler's third birthday;
- B. Notified (consistent with any opt-out policy adopted by the State) the SEA and the LEA where the toddler resides at least 90 days prior to the toddler's third birthday for toddlers potentially eligible for Part B preschool services; and
- C. Conducted the transition conference held with the approval of the family at least 90 days, and at the discretion of all parties, not more than nine months, prior to the toddler's third birthday for toddlers potentially eligible for Part B preschool services.

(20 U.S.C. 1416(a)(3)(B) and 1442)

Measurement:

- A. Percent = $\left[\frac{\text{(\# of toddlers with disabilities exiting Part C who have an IFSP with transition steps and services at least 90 days, and at the discretion of all parties not more than nine months, prior to their third birthday)}}{\text{(\# of toddlers with disabilities exiting Part C)}} \right] \times 100$.
- B. Percent = $\left[\frac{\text{(\# of toddlers with disabilities exiting Part C where notification (consistent with any opt-out policy adopted by the State) to the SEA and LEA occurred at least 90 days prior to their third birthday for toddlers potentially eligible for Part B preschool services)}}{\text{(\# of toddlers with disabilities exiting Part C who were potentially eligible for Part B)}} \right] \times 100$.
- C. Percent = $\left[\frac{\text{(\# of toddlers with disabilities exiting Part C where the transition conference occurred at least 90 days, and at the discretion of all parties not more than nine months prior to the toddler's third birthday for toddlers potentially eligible for Part B)}}{\text{(\# of toddlers with disabilities exiting Part C who were potentially eligible for Part B)}} \right] \times 100$.

Account for untimely transition planning under 8A, 8B, and 8C, including the reasons for delays.

FFY	Measurable and Rigorous Target
2012	Arkansas will have 100%

Actual Target Data for 2012:

Data reported below represents a full year (July 1, 2012-June 30, 2013).

A. IFSPs with transition steps and services:

a. Number of children exiting Part C who have an IFSP with transition steps and services	1015
b. Number of children exiting Part C	1056
Percent of all children exiting Part C who received timely transition planning to support the child's transition to preschool and other appropriate community services by their third birthday (Percent = [(a) divided by (b)] times 100)	1015/1056 96%

B. Notification to LEA:

a. Number of children exiting Part C and potentially eligible for Part B where the notification to the LEA occurred.	1022
b. Number of children exiting Part C who were potentially eligible for Part B	1056
Percent of all children exiting Part C who received timely transition planning to support the child's transition to preschool and other appropriate community services by their third birthday (Notification to LEA) (Percent = [(a) divided by (b)] times 100)	1022/1056 97%

C. Timely Transition Conference:

a. Number of children exiting Part C and potentially eligible for Part B where the transition conference occurred.	918
b. Number of children exiting Part C who were potentially eligible for Part B.	1056
Percent of all children exiting Part C who received timely transition planning to support the child's transition to preschool and other appropriate community services by their third birthday (Transition Conference) (Percent = [(a) divided by (b)] times 100)	918/1056 87%

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for (FFY 2012):

Arkansas' performance for indicator 8A shows that the state has made progress from the previous year. The state improved from 90% to 96% adherence for children exiting Part C who had an IFSP with transition steps and services. 97% of the children exiting Part C notifications were sent to the LEA within the required time frame. Reports also indicate that the state has improved in conducting timely transition conferences from 76% to 87%. This is an 11% increase from the 2011 reporting period. Data analysis reveals improved efforts by the early intervention providers and state staff to include steps and services on toddlers IFSP's send notices to LEA and hold conference as indicated in policy. First Connection staff has developed "Connections" a quarterly newsletter designed to increase communication, provide valuable resources and offer lead agency program updates. The "Connection" is made available to services coordinators, therapists, provider administrative staff and other agencies. In order to aid in improving the performance related to this indicator staff included articles clarifying policies and procedures. First Connection staff will continue to review the states progress to determine the direction of the articles in the newsletter. During the 2011 reporting period The Family and Transition Committee revised the "When I'm Three Where Will I Be" transition guide. The guide contains an overview of the transition process, which includes steps to guide the services coordinator, national resources and clarification of terms related to transition. Also included in the guide are clear directions regarding when the transition conference should be held and what should happen at the meeting. This offers the service coordinators additional guidance concerning transition

planning, LEA notifications and conferences requirements. Lead Agency staff disseminated the guides to parents, state staff and early intervention providers. Part C Professional Development staff continues to review federal regulations and national resources to provide guidance as needed. Quarterly training sessions are offered to early intervention providers and state staff. The training courses reflect changes in IDEA regulations and include best practices and ideas for effective transition plans. During the training sessions participants are provided resource guides and instructional tools that aid in performing service coordination duties. First Connection staff work closely with the Part B program to ensure that transition procedures are followed as written in the interagency agency agreement. During the reporting period the Professional Development staff developed and presented joint transition training with Part B staff to clarify roles and responsibilities. Part C staff remains focused in its efforts to ensure that early intervention providers and state staff follow policy and procedures as it relates to children transitioning.

Arkansas Part C Data Unit provides thorough instructions to early intervention providers and state staff regarding the inquiry process, to ensure accurate collection of data. The review process allows staff to confirm that the data is valid and reliable. Also, during the reporting period staff provided training and technical assistance on how to properly input data in the Comprehensive Data System.

First Connections Data staff and Quality Assurance staff conduct on-site targeted technical assistance visit with the Professional Development staff to aid in improving the quality of data reported. As part of the process staff reviewed federal requirements

surrounding transition steps, LEA notifications and timely transition conferences. The state team members discussed the importance of meeting all required timeframes. They also reemphasized processes and procedures connected to transition. During the course of several site visits, staff noted that providers were still having difficulty with putting the correct date in the appropriate fields. Arkansas' Professional Development staff and Data Unit staff provided technical assistance through: site visits, phone calls, and emails to early intervention providers who continue to report inaccurately. Lead Agency staff added this information to the training classes and they discussed at length during on-site technical assistance visits.

As required by the lead agency Part C Quality Assurance staff verified that transition plans were individualized, contained steps, LEA notifications were sent timely and that the transition conferences are set and held not less than 90 days before the child's third birthday.

<u>Arkansas Performance Plan Activities</u>	<u>Arkansas Improvement Activities Completed in 2012</u>
<ol style="list-style-type: none"> 1. Training staff and monitoring staff will continue to provide technical assistance for this indicator as needed. 2. The Transition Booklet will continue to be offered to parents. 3. Collaborations with Arkansas Part B will continue. 4. The monitoring process will continue to be evaluated for effectiveness. 	<ol style="list-style-type: none"> 1. This is an on-going active for the Lead Agency. 2. Part C staff continues to provide Transition Booklets to parents. 3. The Lead Agency continues collaborative efforts with Part B. 4. This is an on-going activity for the Part C program.

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for (FFY 2012)
[If applicable]

Not Applicable

C8-A – IFSPs with Transition steps

Correction of FFY 2011 Findings of Noncompliance (if State reported less than 100% compliance):
Level of compliance (actual target data) State reported for FFY 2011 for this indicator: 90_%

1. Number of findings of noncompliance the State made during FFY 2011 (the period from July 1, 2011, through June 30, 2012)	1
2. Number of FFY 2011 findings the State verified as timely corrected (corrected within one year from the date of notification to the EIS program of the finding)	1
3. Number of FFY 2011 findings <u>not</u> verified as corrected within one year [(1) minus (2)]	0

C8-B – LEA Notification

Correction of FFY 2011 Findings of Noncompliance (if State reported less than 100% compliance):
Level of compliance (actual target data) State reported for FFY 2011 for this indicator: 91_%

1. Number of findings of noncompliance the State made during FFY 2011 (the period from July 1, 2011, through June 30, 2012)	1
2. Number of FFY 2011 findings the State verified as timely corrected (corrected within one year from the date of notification to the EIS program of the finding)	1
3. Number of FFY 2011 findings <u>not</u> verified as corrected within one year [(1) minus (2)]	0

C8-Timely Transition Conferences

Correction of FFY 2011 Findings of Noncompliance (if State reported less than 100% compliance):
Level of compliance (actual target data) State reported for FFY 2011 for this indicator: _76_%

1. Number of findings of noncompliance the State made during FFY 2010 (the period from July 1, 2011, through June 30, 2012)	3
2. Number of FFY 2011 findings the State verified as timely corrected (corrected within one year from the date of notification to the EIS program of the finding)	3
3. Number of FFY 2011 findings <u>not</u> verified as corrected within one year [(1) minus (2)]	0

Verification of Correction of FFY 2011 noncompliance or FFY 2011 findings (either timely or subsequent):

Arkansas' Quality Assurance staff worked closely with early intervention providers and state service coordinators to determine the cause of their noncompliance regarding timely transition. First Connection staff determined that early intervention providers and state services coordinators continue to have difficulty properly reporting data related to the transition process. Part C Quality Assurance and Data Unit staff provided intensive training regarding data requirements. First Connections makes available training and technical assistance to state staff and early intervention providers when requested. Lead agency staff continues to advise early intervention providers of applicable enforcement actions, if non-compliance is not corrected within the required timeframe. As part of the states verification, Lead Agency staff examined early intervention provider files to verify that toddlers with IFSP's receive timely transition planning to support the child's transition to preschool and other appropriate services by their third birthday. As stated in OSEP's July 1, 2013, FFY 2011 SPP/APR Response table, when reporting the correction of noncompliance, the state must report in its FFY 2012 APR, that it has verified that each EIS program with noncompliance reflected in the data the State reported for Transition Services :

(1)

is correctly implementing the specific regulatory requirements (i.e., achieved 100% compliance)based on a review of updated data such as data subsequently collected through on-site monitoring or a State data system

(2)

has corrected each individual noncompliance, unless the child is no longer within the jurisdiction of the EIS program or provider, consistent with OSEP Memo 09-02.

The Part C Quality Assurance Staff reviewed the updated data and concluded that the early intervention providers were appropriately implementing the requirements and that all children are receiving required transition planning, unless the child is no longer in the jurisdiction.

Describe the specific actions that the State took to verify the correction of findings of noncompliance identified in FFY 2011:

First Connections Quality Assurance staff issued letters of notification to early intervention providers informing them of their non-compliance. The letter advised providers of their scores related to: transition steps, LEA notifications and timely transition conferences. Provider notification cited the federal regulations and informed them that they have to ensure that all children receive timely transition planning and that they must correct all noncompliance. Arkansas' procedures give the providers 90 days to correct identified noncompliance, however, correction must be made no later than one year from the date of notification to the early intervention provider.

The Lead Agency's process of verifying correction of noncompliance, involved an analysis of files for toddlers who did not receive timely transition planning and were not in compliance with requirements to verify that the children received transition services (steps and services, LEA notification and transition conference) although late, unless that child is no longer within the jurisdiction of the program. Administrative staff confirmed that all noncompliance was corrected within one year of notification.

This process also entails staff reviewing a percentage of files of updated data (new child records) from each early intervention provider to determine if they are adhering to

policies and procedures regarding transition. Quality Assurance staff verified that the files included steps and services on the child's IFSP, LEA notification for potentially eligible children and transition conferences, which were held at least 90 days prior to the child's third birthday. Lead Agency staff is conducting this process consistent with OSEP Memorandum 09-02, dated October 17, 2008 (OSEP Memo 09-02) as required. State staff determined that each early intervention provider for whom data previously showed noncompliance is correctly implementing the regulatory requirements.

Part C State Annual Performance Report (APR) for FFY 2012

Overview of the Annual Performance Report Development:

Monitoring Priority: Effective General Supervision Part C / General Supervision

Indicator 9: General supervision system (including monitoring, complaints, hearings, etc.) identifies and corrects noncompliance as soon as possible but in no case later than one year from identification.

(20 U.S.C. 1416 (a)(3)(B) and 1442)

Measurement:

Percent of noncompliance corrected within one year of identification:

- a. # of findings of noncompliance.
- b. # of corrections completed as soon as possible but in no case later than one year from identification.

Percent = [(b) divided by (a)] times 100.

States are required to use the “Indicator C 9 Worksheet” to report data for this indicator (see Attachment 1).

FFY	Measurable and Rigorous Target
2012	Arkansas will have 100% compliance.

Actual Target Data for 2012:

As required in the SPP/APR Response Table, “When reporting in the FFY 2012 APR on the correction of findings of noncompliance, the state must report that it verified that each EIS program or provider with findings of noncompliance identified in FFY 2011: (1) is correctly implementing the specific regulatory requirements based on a review of updated data and (2) has corrected each individual case of noncompliance, unless the child is no longer within the jurisdiction of the EIS program, consistent with OSEP memo 09-02.”

During the FFY 2012 reporting Arkansas corrected 100% of noncompliance within one year of notification, as required. First Connections issued findings of noncompliance during the reporting period. Administrative staff used the reporting and tracking process to verify correction for all findings through a review of updated data subsequently collected during onsite monitoring, in addition to verifying correction for each individual case of noncompliance previously identified, unless that child is no longer within the jurisdiction of the program.

Identification and Correction of Individual Instances of Noncompliance

Arkansas Part C staff performed on-site visits to examine data for reporting identification and correction of noncompliance. During the 2012 reporting period Lead Agency staff visited early intervention providers to conduct a review of individual infant and toddlers EI record. The process was performed in accordance with the procedures defined in the Quality Assurance monitoring manual. This practice is conducted to ensure that programs are in compliance with federal and state requirements. In the course of monitoring Lead Agency staff reviews of a child's record, if data indicates less than 100% compliance the state will issue the program a finding and require correction for each individual child record, only if the child remains in their program. For example, if an early intervention provider's data indicates that services for an infant or toddler did not start within 30days of the IFSP date, the provider is required to show that services, although late, have begun for that particular child.

Verification of Correction of Systemic Noncompliance:

Early Intervention providers are required to correct individual child noncompliance. Also, each provider that was found to be out of compliance must submit updated data for new children to ensure that they are correctly implementing the regulatory requirements. Part C staff informs early intervention providers in writing regarding findings and requires correction as soon as possible. The letters of notification require correction be fulfilled within 90 days of notification, for existing and new children. Quality Assurance staff monitors progress and verifies correction no later than one year of notice. Lead Agency staff offers on-site guidance and clarification associated to the particular requirements. Arkansas First Connections staff continues to work closely with each early intervention provider to assist in determining particular reasons for their noncompliance and how to prevent reoccurrence or related issues.

The Lead Agency has policies and procedures in place to make certain that noncompliance is properly identified and corrected. During the reporting period, Part C administrative staff takes advantage of resources and technical assistance calls provided by OSEP, SERRC and ECTA Center. The calls, webinars and information provide clarification guidance, and direction to lead agency staff and assist in improving services to infants and toddlers in the state.

INDICATOR C-9 WORKSHEET

Indicator/Indicator Clusters	General Supervision System Components	# of EIS Programs Issued Findings in FFY 2011 (7/1/11 through 6/30/12)	(a) # of Findings of noncompliance identified in FFY 2011 (7/1/11 through 6/30/12)	(b) # of Findings of noncompliance from (a) for which correction was verified no later than one year from identification
1. Percent of infants and toddlers with IFSPs who receive the early intervention services on their IFSPs in a timely manner	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	7	7	7
	Dispute Resolution: Complaints, Hearings			
2. Percent of infants and toddlers with IFSPs who primarily receive early intervention services in the home or community-based settings	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	0	0	0
	Dispute Resolution: Complaints, Hearings			
3. Percent of infants and toddlers with IFSPs who demonstrate improved outcomes	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	0	0	0
	Dispute Resolution: Complaints, Hearings			
4. Percent of families participating in Part C who report that early intervention services have helped the family	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	0	0	0

APR Template – Part C

Arkansas
State

	Dispute Resolution: Complaints, Hearings			
5. Percent of infants and toddlers birth to 1 with IFSPs	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	0	0	0
6. Percent of infants and toddlers birth to 3 with IFSPs	Dispute Resolution: Complaints, Hearings	0	0	0
7. Percent of eligible infants and toddlers with IFSPs for whom an evaluation and assessment and an initial IFSP meeting were conducted within Part C's 45-day timeline.	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	1	1	1
	Dispute Resolution: Complaints, Hearings	0	0	0
8. Percent of all children exiting Part C who received timely transition planning to support the child's transition to preschool and other appropriate community services by their third birthday including:	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	4	4	4
A. IFSPs with transition steps and services;	Dispute Resolution: Complaints, Hearings	0	0	0
8. Percent of all children exiting Part C who received timely transition planning to support the child's transition to preschool and other appropriate community services by their third birthday including:	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	1	1	1
B. Notification to LEA, if child potentially eligible for Part B; and	Dispute Resolution: Complaints, Hearings	0	0	0

APR Template – Part C

Arkansas
State

8. Percent of all children exiting Part C who received timely transition planning to support the child's transition to preschool and other appropriate community services by their third birthday including:	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	3	3	3
C. Transition conference, if child potentially eligible for Part B.	Dispute Resolution: Complaints, Hearings	0	0	0
OTHER AREAS OF NONCOMPLIANCE: Complaint: 303.23(a)(1)(2)(i)(3)(i)(7)	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	0	0	0
	Dispute Resolution: Complaints, Hearings	0	0	0
OTHER AREAS OF NONCOMPLIANCE:	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	0	0	0
	Dispute Resolution: Complaints, Hearings	0	0	0
OTHER AREAS OF NONCOMPLIANCE:	Monitoring Activities: Self-Assessment/ Local APR, Data Review, Desk Audit, On-Site Visits, or Other	0	0	0
	Dispute Resolution: Complaints, Hearings	0	0	0
Sum the numbers down Column a and Column b			16	16
Percent of noncompliance corrected within one year of identification = (column (b) sum divided by column (a) sum) times 100.			(b) / (a) X 100 =	100

Note: To add more rows for Other areas of noncompliance, highlight row 25, right click and choose Insert.

Repeat - there are now two new rows. Highlight rows 26 and 27. Copy these rows.

Highlight rows 25 and 26. Paste. Following these steps will allow the calculation to work correctly.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for 2011:

The Developmental Disabilities Services (DDS) Certification Standards for Early Intervention Service were promulgated in 2007. First Connection staff use the standards to direct Part C voucher providers, non-center based programs, and licensed Developmental Day Treatment Centers to address non-compliance. During the course of the year, Lead Agency staff has taken steps to outline the state general supervision plan to address activities listed. The activities included items such as: developing a monitoring manual with new procedures, updated tools, extensive training and refining monitoring tools. Also, staff takes part in quarterly meetings and recurrent technical assistance calls to continually improve practices surrounding the performance of the Lead Agency.

<u>Arkansas Performance Plan Activities</u>	<u>Arkansas Improvement Activities Completed in 2012</u>
<ol style="list-style-type: none"> 1. Arkansas will continue to analyze data with the EI monitoring staff, to target providers who are noncompliant or needs technical assistance. 2. Part C will continue to participate in conference calls, webinars and attend conferences related to the General Supervision process. 3. Part C will provide training and technical assistance to state staff and providers on the use of the Comprehensive Data System. 	<ol style="list-style-type: none"> 1. This is an on-going activity for the Lead Activity. 2. Lead Agency staff has continued to participate in conference calls, webinars and attend conference related to the General Supervision process. 3. Part C staff has continued to provide training and technical assistance to state staff and providers on the Comprehensive Data System.

Describe the specific actions that the State took to verify the correction of findings of noncompliance identified in FFY 2011 (including any revisions to general supervision procedures, technical assistance provided and/or any enforcement actions that were taken):

Actions Taken if Noncompliance Not Corrected:

For findings of noncompliance identified in FFY 2011 for which the State has not yet verified correction, explain the actions the State has taken to revise its general supervision system to ensure timely correction of noncompliance or to identify the root cause(s) of continuing noncompliance within EIS programs, and what the State is doing about the continued lack of compliance, including, as appropriate, enforcement actions taken against an EIS program that continues to show noncompliance.

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2012 (if applicable):

Not Applicable

Part C State Annual Performance Report (APR) for FFY 2012

Overview of the Annual Performance Report Development:

Monitoring Priority: Effective General Supervision Part C / General Supervision

Indicator 10: Percent of signed written complaints with reports issued that were resolved within 60-day timeline or a timeline extended for exceptional circumstances with respect to a particular complaint.

(20 U.S.C. 1416(a)(3)(B) and 1442)

Indicator 11: Percent of fully adjudicated due process hearing requests that were fully adjudicated within the applicable timeline.

(20 U.S.C. 1416(a)(3)(B) and 1442)

Arkansas is not reporting data for these indicators. These indicators have been deleted from the SPP/APR. States report data on the timeliness of complaint decisions and due process hearings under IDEA section 618.

Part C State Annual Performance Report (APR) for FFY 2012

Overview of the Annual Performance Report Development:

Monitoring Priority: Effective General Supervision Part C / General Supervision

Indicator 12: Percent of hearing requests that went to resolution sessions that were resolved through resolution session settlement agreements (applicable if Part B due process procedures are adopted).

(20 U.S.C. 1416(a)(3)(B) and 1442)

Measurement: Percent = (3.1(a) divided by 3.1) times 100.

FFY	Measurable and Rigorous Target
2012	<i>Not Applicable</i>

Part C State Annual Performance Report (APR) for FFY 2012**Overview of the Annual Performance Report Development:**

Monitoring Priority: Effective General Supervision Part C / General Supervision
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Indicator 13: Percent of mediations held that resulted in mediation agreements.

(20 U.S.C. 1416(a)(3)(B) and 1442)

Measurement: Percent = $[(2.1(a)(i) + 2.1(b)(i)) \text{ divided by } 2.1] \text{ times } 100.$

FFY	Measurable and Rigorous Target
2012	Arkansas will have 100%

FFY 2012:

The Lead Agency did not receive request for mediation for the 2012 reporting period.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2012:

The University Of Arkansas Bowen School Of Law continues to provide mediation services for the Part C program. University staff provides training and technical assistance to state staff and early intervention providers. First Connection Professional Development Team offers Mediation Training to state staff and early intervention providers' on a quarterly basis. Bowen School of Law staff assists in the quarterly training session for the First Connection program. During the sessions participants are provided an impressive array of materials to guide them through the mediation process.

Part C will continue collaborative efforts with the Bowen School of Law to improve in this area.

Actual Target Data for FFY 2012):

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for (FFY 2012):

Arkansas Performance Plan Activities	Arkansas Improvement Activities Completed in 2012
1. Arkansas will continue to train providers and state staff on the mediation process.	1. This is an on-going activity for the Lead Agency.
2. Providers and state staff will continue to provide parents with pamphlets and brochures on mediation.	2. The First Connection program will continue to provide pamphlets and brochures to parents regarding mediation.

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for (FFY 2012)
[If applicable]

Not Applicable

Part C State Annual Performance Report (APR) for FFY 2012**Overview of the Annual Performance Report Development:****Monitoring Priority: Effective General Supervision Part C / General Supervision**

Indicator 14: State reported data (618 and State Performance Plan and Annual Performance Report) are timely and accurate.

(20 U.S.C. 1416(a)(3)(B) and 1442)

Measurement: State reported data, including 618 data, State performance plan, and annual performance reports, are:

- a. Submitted on or before due dates (February 1 for child count, including race and ethnicity, settings and November 1 for exiting, personnel, dispute resolution); and
- b. Accurate, including covering the correct year and following the correct measurement.

As stated in the Indicator Measurement Table, States may, but are not required, to report data for this indicator. OSEP will use the Indicator 14 Rubric to calculate the State's data for this indicator. States will have an opportunity to review and respond to OSEP's calculation of the State's data.

FFY	Measurable and Rigorous Target
2012	Arkansas will have 100%

Actual Target Data for (FFY 2012): 100%

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2012:

First Connections program staff used the DDS Certification Standards for Early Intervention Services to enforce non-compliance for all Part C providers. During the reporting period Quality Assurance staff completed the EI Quality Assurance Monitors Manual that will address enforcement of early intervention provider's non-compliance. On August 8, 2011, Part C implemented the new Comprehensive Data System (CDS).

The CDS assist state staff and providers in reporting data timely and accurately. The system: captures, analyzes, and report data that is entered directly into the system.

Part C utilizes a variety of sources to compile data for the Annual Performance Report and Section 618 data. The sources include the following: The Family Survey, Quality Assurance Monitoring Report and the Comprehensive Data System.

Arkansas' Professional Development, Quality Assurance and the Data Team continues to work together to ensure that state staff and providers are reporting data timely and accurately. As required, program data is collected and analyzed by the Part C data staff to ensure the validity of the information submitted.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for (FFY 2012):

<u>Arkansas Performance Plan Activities</u>	<u>Arkansas Improvement Activities Completed in 2012</u>
<ol style="list-style-type: none"> 1. Arkansas will continue to train providers and state staff on reporting data timely and accurately. 2. Training will be provided to assist state staff and provides in the use of the new Comprehensive Data System. 3. The Data manager will continue to ensure the timeliness and accuracy of the data. 	<ol style="list-style-type: none"> 1. This is an on-going activity for the Lead Agency. 2. Lead Agency staff has continued to provide training on the use of the Comprehensive Data System. 3. Arkansas Data Manager monitors the documents submitted to ensure accuracy.

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for (FFY 2012)
[If applicable]

Not Applicable